

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

POSITION DUTY STATEMENT

BU: 7 & Non-Represented

EMPLOYEE	CLASS TITLE: Program Manager III (PM III) Working Title: SOC Director	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Response Operations/Incident Support Team	POSITION NUMBER: 163-370-6317-001 11479	CBID: M07
TENURE: Perm	TIME BASE: FT	WORK WEEK GROUP: E
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>1. SUPERVISION RECEIVED: The Program Manager III (State Operations Center (SOC) Director) is under the general direction of the Response Operations Deputy Director.</p>		
<p>2. SUPERVISION EXERCISED: The Program Manager III (SOC Director) directs and supervises the operational activities of the SOC in support of activations for emergencies and disasters. This position will supervise and mentor positions assigned to State Operations Center (SOC). The SOC Director directs the administration of emergency services programs of multiple sections and areas responsible for planning preparedness and/or response and recovery operations.</p>		
<p>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES) Works in an office setting with artificial light and temperature control. Ability to sit in a normal seated position for extended periods; ability to effectively handle multiple tasks and changing priorities. During an activation for an emergency or disaster, may work on 12 hour rotating shifts, with possible extensive excess hours. Ability to use a personal computer and telephone is essential, as majority of the work is performed in utilizing these tools.</p>		
<p>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): This position requires frequent and direct contact with Cal OES personnel at the staff, management, and Executive levels; leadership and Executive management of other state agencies, local government, Tribal government, federal agencies; the Federal Emergency Management Agency, and private sector entities.</p>		
<p>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Failure to effectively perform the duties of the position could result in providing inaccurate information to Agencies, Departments and Operational Areas could affect public safety.</p>		

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

This position functions as part of the permanent Incident Support Team (IST) during emergency or disaster incidents, which follows the Incident Command System (ICS) hierarchy. When activated for an emergency or disaster, this position works in the SOC or other location to support emergency response activities. This position will need to work effectively and cooperatively under stressful conditions; and work weekends and holidays with extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice. If contacted by Cal OES management of the California State Warning Center for activation in support of an emergency or disaster incident, members of the permanent IST must make contact as soon as possible.

All positions that are part of the permanent IST are required to complete emergency response-related training, including both training in general response functions/structure and on their specific role within the ICS, and achieve and maintain the appropriate credentialing level. This team will participate in emergency drills, training, and exercises outside of activations. This position will coordinate with the appropriate Cal OES directorates and/or offices to ensure the broader organizational vision, policies, and procedures are fully integrated into response activities and to develop appropriate paths of communication for critical information sharing during incidents.

7. JOB DESCRIPTION/GENERAL STATEMENT:

This position is responsible for the Incident Support Team (IST), which is utilized to respond to emergencies and disasters within California. Under the general direction of the Response Operations Deputy Director, this position is responsible for a wide range of tasks including, but not limited to, developing and implementing strategy and tactics to achieve the incident objectives, coordinating with state and federal agencies, and providing guidance and support to other state agencies in response efforts. The SOC Director directs the administration of emergency services programs of multiple sections and areas responsible for planning preparedness and/or response and recovery operations.

Percent of Time	Essential Functions
30%	<p>Responsible for the leadership and direction of critical response efforts that include all IST and Operational Readiness Team (ORT) functions within the ICS structure. This includes, but is not limited to, Operations, Planning and Intel, Logistics, Finance and Administration, and support functions. Additionally, since this position oversees SOC operations, responsibilities expand exponentially during disasters and exercises to oversee the coordination between State Agency personnel, Federal government agencies, private and public utilities, non-governmental organizations, and other emergency management partners that are assigned to critical functions within the SOC for extended periods of time on a 24/7 basis. Conducts meetings to facilitate coordination and communication with other departments responsible for components of disaster response, and provides briefings for members the Executive team.</p> <p>Participates in rehearsal drills and exercises. Completes all training to achieve and maintain the appropriate credentialing for disaster response.</p> <p>Ensures staff within the IST have completed the required disaster response training. Participates in drills and exercises.</p> <p>Provides supervision, leadership, mentoring, and coaching to staff of emergency services program assignments.</p>
20%	<p>Leads IST and ORT staff to coordinate the completion of actions review/improvement plans upon the conclusion of activations and after action reports during and after disasters, as necessary. Collaborates with staff to conduct outreach to local, state, and federal agencies to identify critical gaps and propose solutions. Briefs the Executive team on gaps and solutions.</p> <p>Monitors the implementation of solutions and lessons learned from after action reports. Coordinates with IST staff to troubleshoot any impediments that are identified during implementation and assists with real-time adjustments to achieve a successful outcome.</p>
20%	<p>Applies working knowledge of disaster response operations and lessons learned identified in actions review/improvement plans and after action reports to propose procedure revisions that enhance operational efficiencies, readiness, and effectiveness. Ensures procedures, checklists, and any other operational tools are revised timely to address any changes. Provides notification and any required training to back-up IST members to ensure consistent processes for all activations.</p>
15%	<p>Coordinates with other lead agencies of the Emergency Support Functions (ESF) to enhance communication and coordination. Conducts regular meetings with ESF lead agencies to discuss emerging issues, resources, and techniques at the staff level. Ensures the information shared is consistent with cabinet-level priorities and tabletop exercises, and objectives are implemented in the appropriate sections of the IST and/or ORT.</p>

10%	Participates in department planning, policy setting, policy implementation, and decision making processes. Advises the Director, Chief Deputy Directors, Deputy Director, Assistant Directors, and management team on all issues of disaster response policy. Monitors changes in federal policy that could impact the state policy for disaster response. Provides impacts of changing policies and solutions to minimize any negative impact.
Percent of Time	Marginal Functions
5%	Performs other related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); attendance at staff meetings; and other duties as directed by the Warning Center Supervisor or the Executive Duty Officer.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
tasking; prepares various forms and documents.					
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance, interaction, or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title